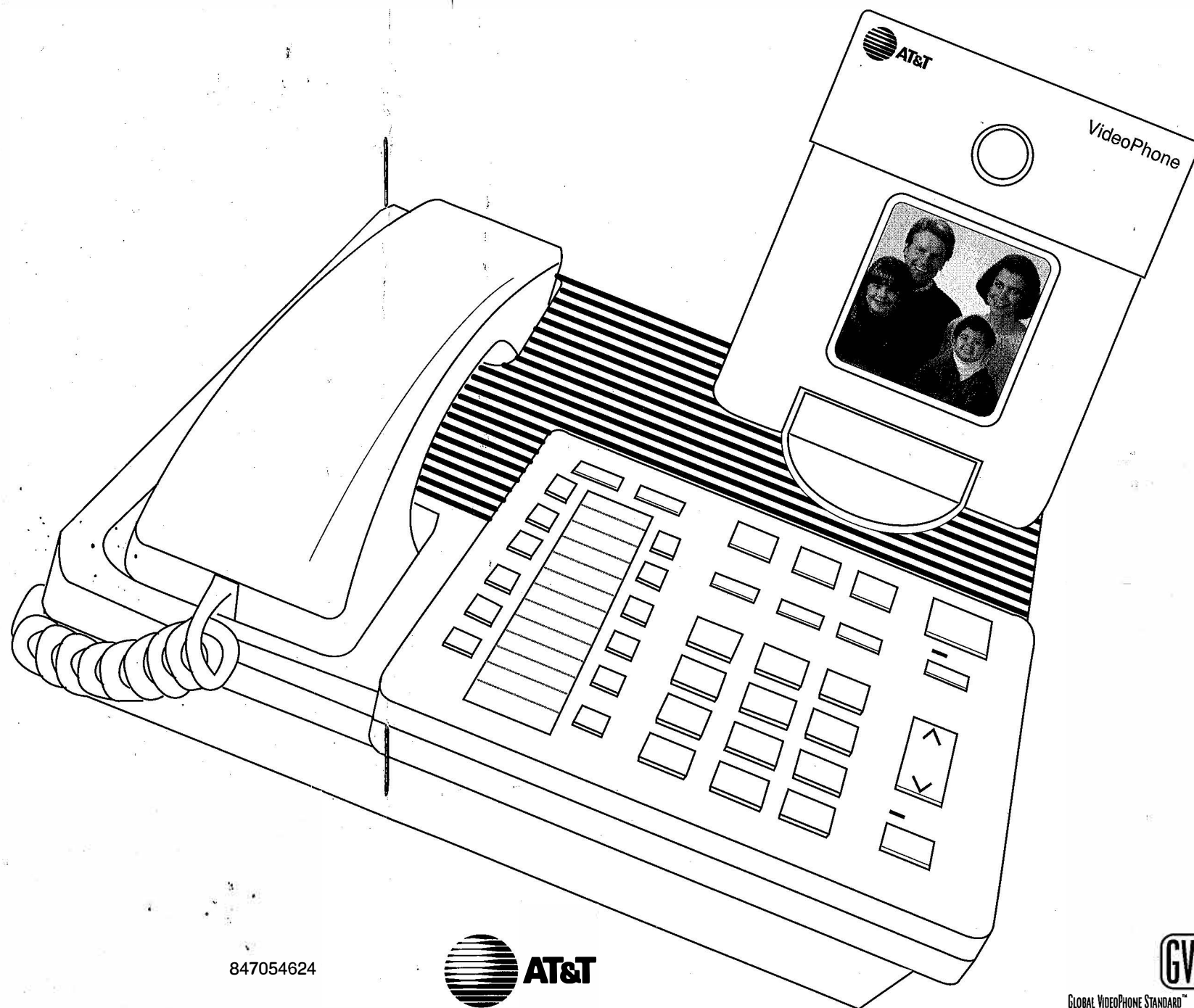


VIDEOPHONE 2500

Owner's Manual



Printed in U.S.A.

847054624



GVS
GLOBAL VIDEOPHONE STANDARD™



This symbol appears on your unit to alert you to operating or servicing instructions found in your owner's manual. As you read this manual, look for the symbol. It appears to the left of these important instructions.



K.M. Bertaccini
President
Consumer Products

Dear Customer:

Thank You! Your satisfaction with this product means a great deal to all of us here at AT&T, and to me personally.

You might not think that a company president would be closely involved with one individual purchase. I am, as much as I possibly can be, for a simple reason. You'll judge our company, not on its reputation for quality, but on how well this product performs for you.

I hope the pride and care we put into this product are apparent, and that it meets with your complete approval. If it doesn't, for any reason, please call 1 800 437-9504, at any time. We'll do everything we can to help!

Sincerely,

KM Bertaccini

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Important Safety Instructions



Always follow basic safety precautions when using this product to reduce risk of injury, fire, or electric shock.

1. **Read and understand all instructions** in this manual.
2. **Observe all warnings and instructions** marked on the product.
3. **Unplug this product from wall outlet and telephone jack before cleaning.** Clean exposed parts with a soft, damp cloth. Do not use liquid or aerosol cleaners.
4. **Do not use the product near water, or when you are wet.** For example, do not use it in a wet basement or near a swimming pool, bathtub, shower, kitchen sink, wash bowl, or laundry tub. If the product comes in contact with any liquids, unplug the power and line cords immediately. Do not plug the product back in until it has been dried thoroughly.
5. **Install this product securely on a stable surface.** Serious damage may result if the product falls.
6. **Install this product in a protected location** where no one can step on or trip over AC adapter, power cord and line cord. Do not place objects on the cords or AC adapter that may cause damage or abrasion.
7. **Use only the correct power source as marked on the AC adapter.** If you are not sure of the power supply to your home, consult your local power company. Use only the AC adapter supplied.
8. **The polarized plug has three prongs, it must be plugged into a grounded outlet with three holes.** Such plugs are designed for your safety. Do not attempt to defeat this purpose. If you cannot insert the plug easily, your outlet should be replaced by an electrician.
9. **Do not overload wall outlets and extension cords.** This can increase risk of fire or electric shock.
10. **If this product does not operate normally, see "In Case of Difficulty" on page 28.** If you cannot resolve the problem, or if the product is damaged, refer to the AT&T Limited Warranty on page 33. Opening the product or reassembling it incorrectly may expose you to dangerous voltages or other risks.
11. **During thunderstorms, avoid using telephones except cordless models.** There may be a slight chance of electric shock from lightning.

Important Safety Instructions (continued)

12. **Do not use a telephone in the vicinity of a gas leak. If you suspect a gas leak,** report it immediately, but use a telephone away from the area where gas is leaking.
13. **Never push objects of any kind into ventilation slots.** Risk of fire or electric shock may result if dangerous voltage points are touched.
14. **Provide proper ventilation to prevent overheating.** Do not place on a bed, sofa, rug or other soft surface that may block vents on the underside of the product. Do not place the product over or near a radiator or heat register.
15. **Unplug all cords** before replacing battery.
16. **Do not burn or puncture used batteries.** Batteries contain chemicals that may be hazardous.
17. **Never attempt to recharge batteries not designed for this purpose;** use only the type of batteries indicated on page 7.
18. **If batteries are rechargeable,** charge only as instructed in this manual.
19. **Do not touch battery terminals.** There may be a low voltage present that could cause burns or electric shock.

SAVE THESE INSTRUCTIONS

Introduction

About Your New VideoPhone

The AT&T VideoPhone 2500 allows you to enjoy a wide variety of telephone features. When you call someone who has a VideoPhone compatible with the Global VideoPhone Standard™ (GVS), you can see and hear each other.

During video calls, images are displayed in motion on a high-quality, color video screen as you talk. For privacy, you can close the shutter on the camera at any time so your image cannot be received by another VideoPhone.

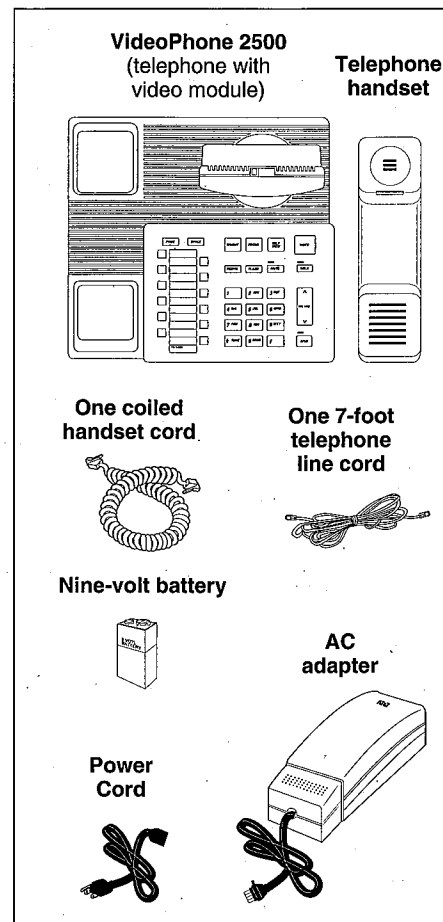
The camera lens provides a field of view wide enough to include several people in the viewing image. To make group conversations more enjoyable, an enhanced speakerphone design makes speech sound clearer and more natural than ever before.

Because the VideoPhone provides many advanced features not found on standard telephones, we recommend that you read this manual carefully. It explains everything you need to know to get the most pleasing results from your new VideoPhone. If you have any questions, **call the AT&T National Service Center at 1 800 437-9504**. The call is toll free, and we'll be glad to help.

IMPORTANT NOTE: The video screen is activated whenever you lift the handset, turn on the speakerphone or press one of several buttons. However, no pictures are ever transmitted to another VideoPhone until you press VIDEO to switch from a normal call to a video call. See the section beginning on page 21 for complete information on video operation.

Parts Checklist

Remember to save your sales receipt in case you ever need warranty service. Check to make sure the telephone package includes the following items shown below:



Make sure you have an electrical outlet and a modular telephone jack near the place where you've chosen to install the VideoPhone. If the jack is more than seven feet away, you'll need a longer telephone line cord.

ACCESSORIES

AT&T offers a complete line of accessory products — including jacks, cords and adapters — to make any telephone wiring job quick, safe and inexpensive. Ask for them where you purchased your VideoPhone.

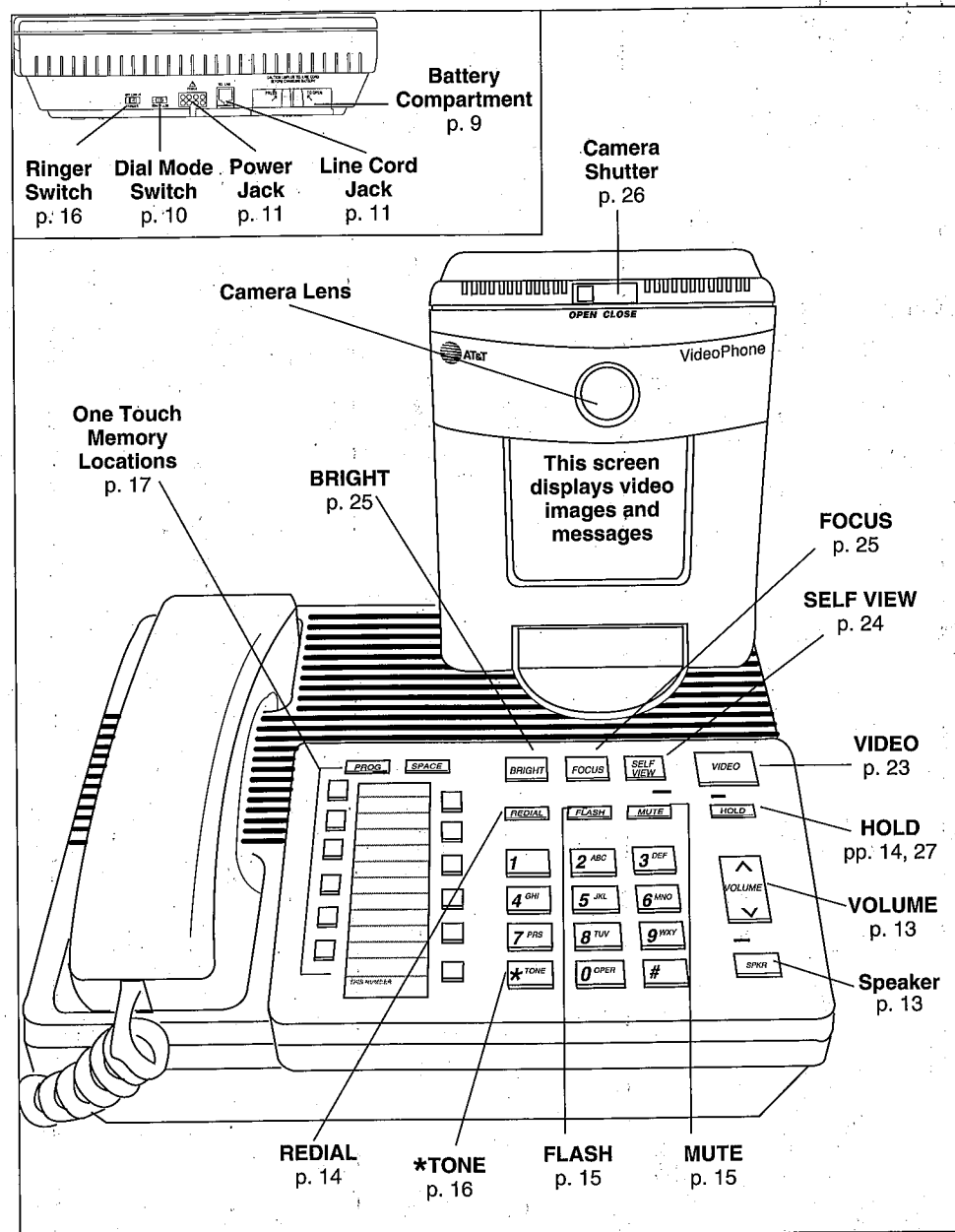
This telephone is hearing-aid compatible.

Dial Mode

This telephone has a push-button dial which will work with tone or dial-pulse (rotary) telephone services. Even when set to dial-pulse service, the phone can be switched temporarily to tone for access to services that require tone signaling including some tone-activated computer systems.

Features

Front and Back



Installation

VideoPhone Location

The location of the telephone can affect the quality of video images. For best results, install the telephone in a room with bright, evenly distributed light (Figure 1). Position the phone so that no bright lights or reflective surfaces (such as mirrors or windows) are behind you when you face the telephone. See page 21 for additional suggestions to help you get the best performance from your new VideoPhone.

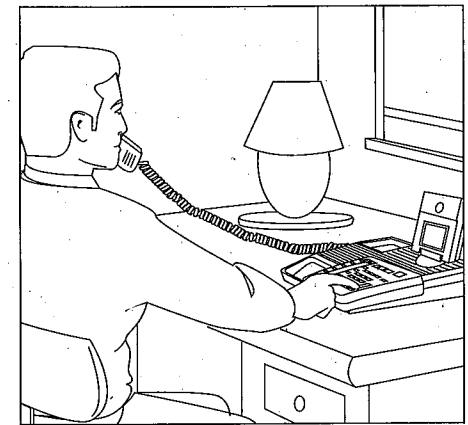


Figure 1

NOTE: Avoid installing the VideoPhone near a fax machine or any other device containing a modem.

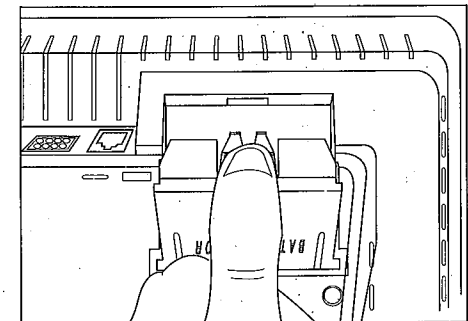


Figure 2

1. Battery Installation

To provide backup power for memory and video settings (in case of electrical power loss), insert the 9-volt battery.

To install the battery:

1. Fold down the video module.
2. Place the front edge of the phone on your lap, so the underside of the phone is facing you.
3. Place thumb on battery door slots, press down and swing open the battery compartment door (Figure 2).
4. Snap conductor cap onto battery as shown and insert battery into space provided (Figure 3).
5. Place thumb on battery door slots, swing door toward phone, press down and snap closed.

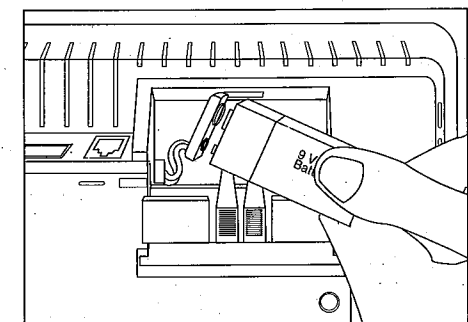


Figure 3

(Continued)

Installation (continued)

When the telephone beeps and the "Low Battery" message appears on the display screen, you should replace the battery within about two weeks.

Always use a new, nine-volt alkaline battery.

When you remove the battery, the memory will remain intact for five minutes without power. **If the battery is not replaced within five minutes, all video settings and telephone numbers you have stored in memory may be lost.**

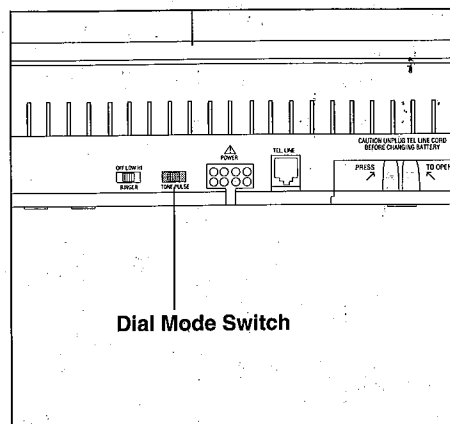
CAUTION: Always unplug the telephone line cord before installing a new battery. Make sure battery is installed correctly. Household batteries can overheat and rupture if installed incorrectly.

2. Set dial mode switch

Set the Dial Mode Switch (on the back of the VideoPhone) to TONE unless you have dial-pulse (rotary) service.


Make sure you choose the correct setting. Tone dialing will not work if you have dial-pulse service. (See page 28 if you have difficulty when dialing.)

To switch from pulse to tone dialing during a phone call, see "Temporary Tone Dialing" on page 16.



Installation (continued)

3. Connect AC adapter

 First, plug the AC adapter cord into the POWER jack on the back of the VideoPhone. Make sure it snaps firmly in place.

Then firmly plug the power cord into the AC adapter. Place the AC adapter on the floor or on the desk near the telephone. Plug the adapter into any standard household electrical outlet that is not controlled by a wall switch.

To disconnect the AC adapter, press the white plastic release under the plug.

CAUTION: When disconnecting the phone, always unplug the AC adapter from the **wall outlet first**, then unplug from the phone.

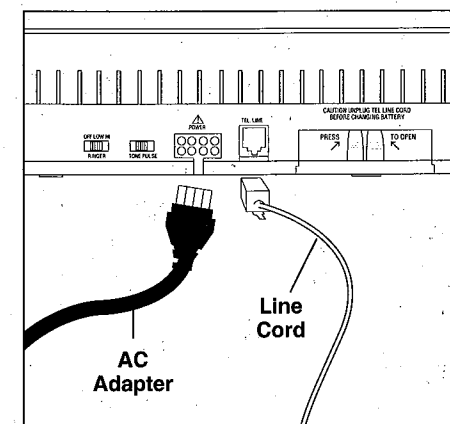
4. Connect handset and line cord

Plug the coiled cord into the side of the telephone and the handset, then hang up.

Plug the line cord into the TEL LINE jack at the back of the telephone. Plug the other end into a modular wall jack.

5. Adjust video module

Lift and swivel the video module so that it faces you as you use the



telephone. Wipe the screen with a soft, lint-free cloth to remove any packing fibers that may remain on the screen.

6. Open camera shutter

Move the shutter switch on top of the video module to the open position (see page 26).

7. Check for dial tone

Lift the handset and listen for a dial tone and check video display. If you can't hear a dial tone, or words do not appear on the video display, turn to the In Case of Difficulty section on page 28 for suggestions on how to correct the problem.

(Continued)

Installation (continued)

Self View Operation

The following will allow you to see how your image will appear at another AT&T VideoPhone.

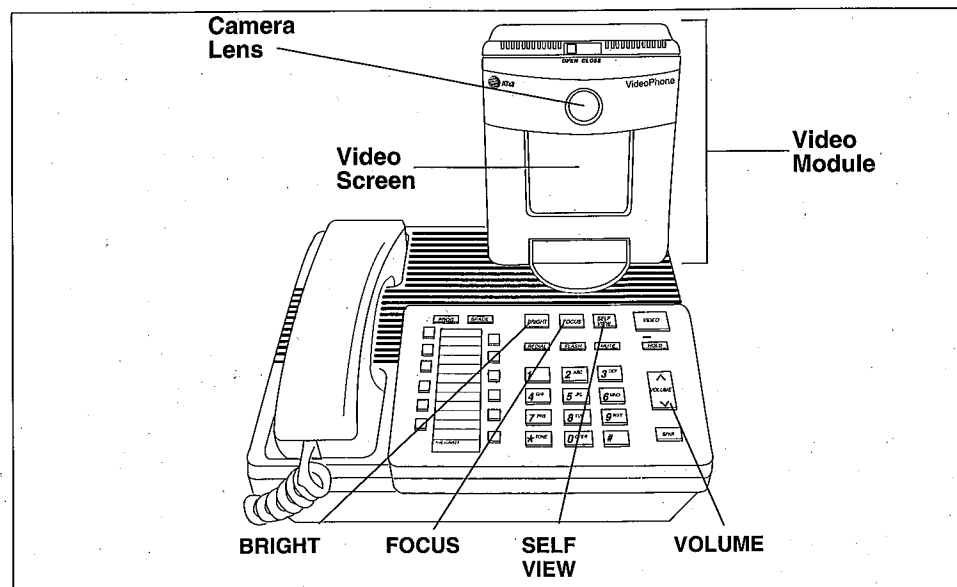
More complete information is contained in the VideoPhone Operation section starting on page 21.

1. Face the phone — about an arm's length away from the video screen.
2. Press the **SELF VIEW** button. After a slight delay, the video camera should be activated. Tilt and swivel the video module as necessary until you see a mirror image of yourself on the display screen.
3. Press the **BRIGHT** button; then press the up or down arrows on the **VOLUME** control to adjust

screen brightness. Press **BRIGHT** when adjustment has been made.

4. Press the **FOCUS** button; then press the up or down arrows on the **VOLUME** control to adjust image sharpness and motion. Press **FOCUS** when adjustment has been made.
5. Press the **SELF VIEW** button to remove your image from the video screen.

IMPORTANT: Never hold down telephone control buttons. Always **press and release** quickly.



Telephone Operation

Making and Answering Calls

Standard call: Lift the handset, or press **SPKR**, to make or answer a call.

CAUTION: If the **VIDEO** button has been pressed during a standard call, the other party may hear a brief high-pitched sound.

Video call: After the call has begun, press **VIDEO** to begin sending your image to another VideoPhone (see page 23).

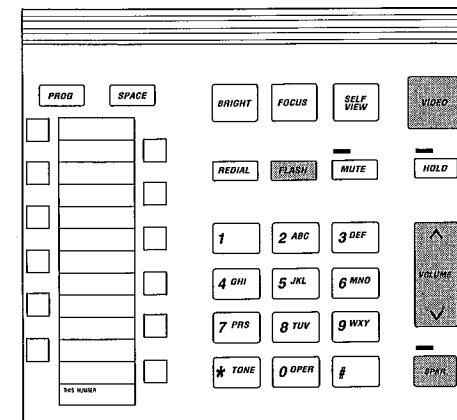
You can either hang up to end the call, or press **FLASH** to stop sending video images and continue talking.

Speakerphone

You can answer a call without lifting the handset by pressing **SPKR**. To make a call with the speakerphone, press **SPKR** and begin dialing when you hear the dial tone. To hang up, press **SPKR** again.

You can turn off the speakerphone at any time during the call by lifting the handset.

When you use the handset, you can press **SPKR** at any time during the call to turn on the speakerphone. The handset is automatically turned off, and you can replace it on the base without disconnecting the call.



Volume Control

The VOLUME control adjusts the speaker and handset to a comfortable listening level. An adjustment made to one (either speaker or handset) does not affect the other.

Each time you press the UP or DOWN volume arrow, the volume increases or decreases by one level. Three beeps indicate that maximum or minimum volume has been reached.

(Continued)

IMPORTANT: Never hold down telephone control buttons. Always **press and release** quickly.

Telephone Operation (continued)

Redial

The telephone always stores in memory the last phone number manually dialed. This number is displayed each time you lift the handset or press **[SPKR]** to make a call.

To redial the last number dialed, press **[REDIAL]** after you hear a dial tone.

The REDIAL memory can accept numbers up to 16 digits long. The number remains in memory until you erase it or change it by dialing another number.

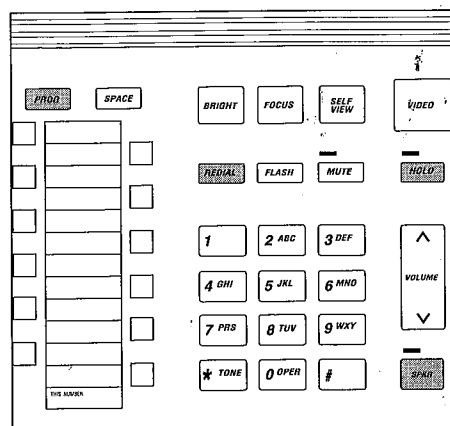
To erase the Redial memory, press **[PROG]**, then **[REDIAL]**, then **[PROG]**. This deletes the last number dialed, so it will not be displayed the next time the phone is used.

Hold

The HOLD feature allows you to keep a call on the line while you step away from the phone, or go to an extension phone.

Press **[HOLD]** to place a call on hold. The words "Line On Hold" will appear on the screen. While the red Hold light is on, you can place the handset back in the cradle without disconnecting the call.

To resume your conversation, lift the handset (or press **[HOLD]** again). If you are using the speakerphone, press **[SPKR]** to resume your conversation.



NOTE: During a video call, the HOLD button freezes the video image as well as silencing the microphone (see page 27). Video transmission will be lost if you pick up the handset of another phone on the same line.

Telephone Operation (continued)

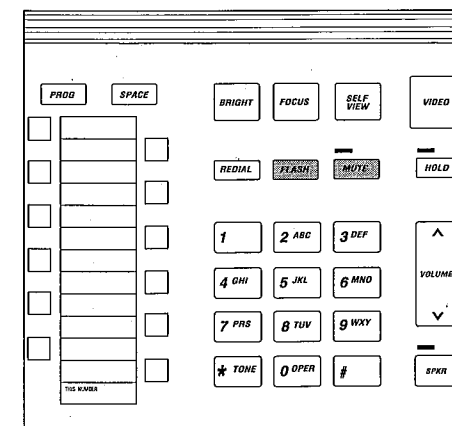
Mute

The MUTE feature allows you to hear your caller, but your caller will not be able to hear anything you say.

Press **[MUTE]** to silence the microphone. While the red MUTE light is on, you can talk privately with someone else in the room without the person on the phone hearing you. To continue your conversation, press **[MUTE]** again.

MUTE is canceled if you switch from handset to speakerphone, or from speakerphone to handset during the call.

NOTE: MUTE does not affect the video camera. During a video call, your picture will continue to be transmitted when the microphone is muted.



Flash

Standard Call: The FLASH feature is useful if you have subscribed to custom calling services from your local telephone company. Press **[FLASH]** instead of pressing the switchhook to activate services such as Call Waiting or 3-Way Calling.

You may have to press other buttons before or after the FLASH button, as explained in the custom calling instructions provided by your local telephone company.

Video Call: To stop sending video images and continue talking, press **[FLASH]**.

Ringer Volume

The RINGER volume switch allows you to turn the telephone ringer OFF, or set it to ring at LOW or HI volume (Figure 1). If you turn the ringer off, the message "RINGER OFF" appears on the video display at the beginning of each call.

When the ringer is off, you can dial and answer calls normally. Other telephones in your home will still ring; they are not affected by the switch.

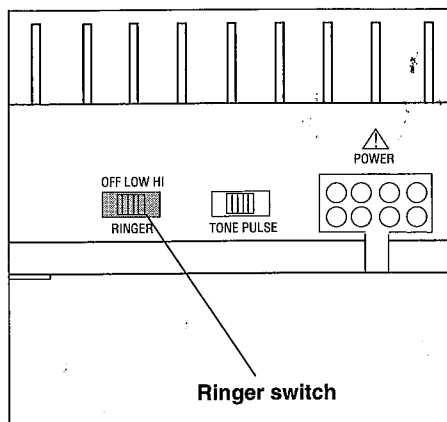


Figure 1

Temporary Tone Dialing

Tone dialing is used only when you have rotary service. It allows you access to services that require tone signaling, including some tone-activated computer systems (e.g., telephone banking).

To change from pulse (rotary) to tone dialing during a call:

1. Dial a telephone number with the DIAL mode switch set to PULSE.
2. Press ***TONE**; all buttons pressed after this will send tone signals.
3. After you hang up, the phone automatically returns to rotary service.

NOTE: Digits dialed after you press the TONE button are not stored in the Redial memory (see page 14).

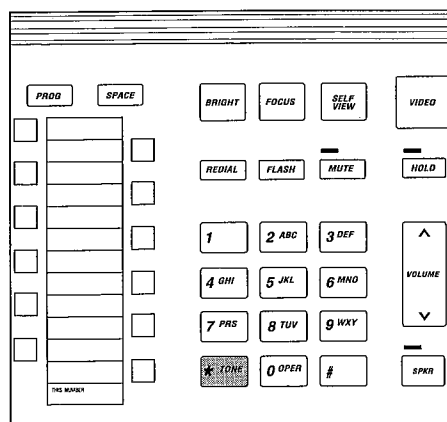


Figure 2

Memory Dialing

Memory Features

Each stored number remains in memory unless you erase it or change it by entering another number in the same memory location. If you replace the battery at least once a year, the memory will be retained even during a prolonged loss of electrical power.

Capacity: The telephone can store 12 telephone numbers, each up to 16 digits long. Each character counts as one digit, whether it is a number, a hyphen, or a special command such as Pause or Wait (see page 18).

One-touch dialing: The 12 spaces on the directory card are one-touch memory locations (Figure 1). You can dial any telephone number stored in memory simply by pressing the button next to the number.

Directory card: Remove one of the directory cards as shown. Write your telephone number in the space provided on the bottom of the card. Also write in the telephone numbers (or names) that you want to store in each memory location. Then replace the card and plastic cover as shown (Figure 2).

NOTE: You may choose to store emergency numbers in one-touch memory locations. However, one-touch dialing is provided only as a convenience, and AT&T assumes no responsibility for customer reliance on this memory feature.

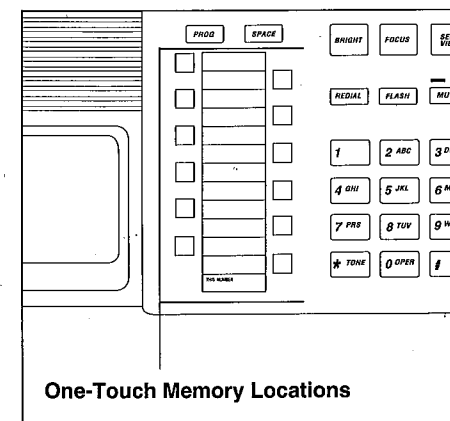


Figure 1

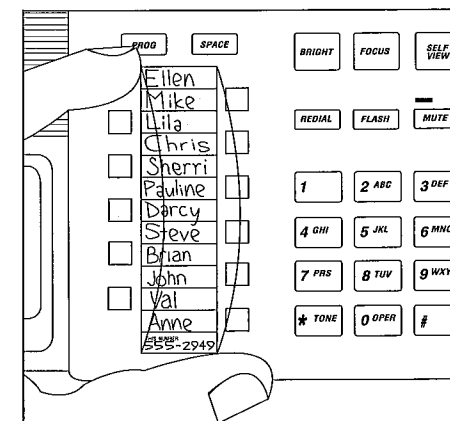


Figure 2

(Continued)

Memory Dialing (continued)

One-Touch Dialing

Storing numbers:

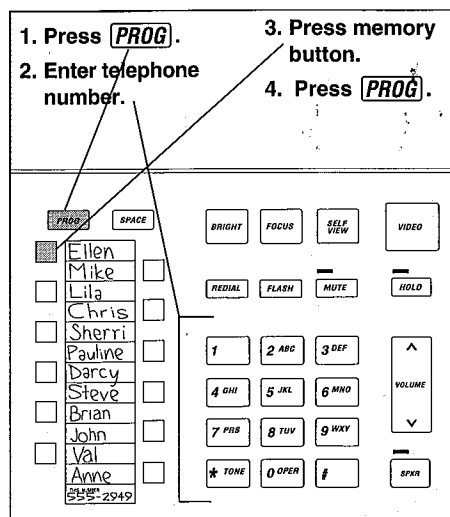
1. Press **PROG**.
2. Enter telephone number and verify by checking the video display. Press **SPACE** once to enter hyphens if desired, to make the number easier to read.
3. Press the memory button where the number is to be stored. The screen displays the message "Number Stored."
4. Press **PROG**.

NOTE: If the message "Too Many Digits, Number Cleared" appears on the display screen, the number has not been stored. Start over at step 2.

Dialing numbers in memory

1. Lift handset (or press **SPKR**) and listen for dial tone.
2. Press a memory button.

IMPORTANT: Never hold down telephone control buttons. Always press and release quickly.



Entering Dialing Delays

Pause: To insert a two-second delay in the dialing sequence, press **SPACE** twice to insert a "P" into the number. This is useful if you must wait for an outside line before dialing.

Wait: To insert a 30-second delay in the dialing sequence, press **SPACE** three times to insert a "W" into the number. This is useful when a longer delay is required before entering an access code for services such as telephone banking or alternate long-distance access. You can cancel the delay and resume dialing by pressing any memory button.

Memory Dialing (continued)

Storing Special Dialing Commands

The star (*) and pound (#) symbols can be stored in memory locations. This is useful for international dialing, telephone banking, special services provided by your local telephone company, or other computer-related applications.

You can also store a Flash command (F) in memory (see page 15).

Storing Numbers Just Dialed

Whenever you make a telephone call, the number you dialed can be stored in memory without re-entering the number.

1. Press **PROG**.
2. Press **REDIAL**.
3. Press the memory button where the number is to be stored. The screen displays the message "Number Stored."
4. Press **PROG**.

Viewing Numbers Stored In Memory

When the telephone is not in use, press any memory button to display the number stored in that location.

If the memory location is empty, the message "Nothing is stored here" will be displayed.

Memory Erase

To clear a memory location and leave it empty:

1. Press **PROG**.
2. Press the memory button next to the location you want to clear. The screen displays the message "Number erased"
3. Press **PROG**.

To Disable Call Waiting

If you subscribe to Call Waiting service, you may want to disable it before making video calls to avoid disruption or loss of the video picture (see page 27).

In many areas, you can dial *70 to disable Call Waiting. An easy way to do this is to enter ***TONE 7 0** before entering the telephone number into a memory location (where you store the number of another VideoPhone). Each time you use One-Touch Dialing to call that number, Call Waiting will be disabled until you hang up.

NOTE: This command does not disable call waiting in all areas. Check with your local telephone company to determine whether this command will work in your area.

(Continued)

Memory Dialing (continued)

Dialing Long Telephone Numbers

There are two ways to dial telephone numbers that are too long to fit into a memory location:

1. Use two memory locations

A number longer than 16 digits can be divided and stored in two memory locations.

Follow the steps on page 18 to store the number in two memory locations. To dial, lift the handset (or press **[SPKR]**), then press the first memory button.

When dialing stops, press the second memory button.

2. Combine manual and memory dialing

Instead of using two memory locations, you might choose to store only part of a long number. You can use memory dialing to dial the stored portion, then dial the other digits manually. If the stored portion is dialed first, wait for dialing to stop before you continue entering numbers manually.

VideoPhone Operation

Before You Begin

Before you make your first video call, take a moment to read through this section. These guidelines will help you set up and use your VideoPhone for optimum performance.

VideoPhone operation differs from normal telephone use in only a few ways. The basic controls listed here are explained more fully later in this section.

[SELF VIEW] To see mirror image of yourself

[BRIGHT] To adjust screen brightness
[VOLUME]

[FOCUS] To adjust image sharpness and motion
[VOLUME]

[VIDEO] To begin transmitting image

[FLASH] To turn off video and continue talking

Background: For best results, position the VideoPhone (or swivel the video module) so that a blank, light-colored wall is behind you as you speak. Avoid brightly painted walls and bold wallpaper patterns that could be distracting. Never place the phone so that reflective surfaces (such as a mirror or window) are behind you.

Lighting: Choose a room with bright, evenly distributed light. Adjust lighting (or swivel the video module) so that a soft, glare-free light source, for example, a table lamp, illuminates your face when you make video calls (Figure 2). Never point the camera directly toward a window or other bright light source.

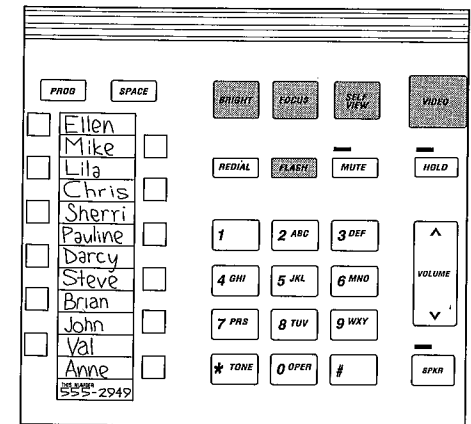


Figure 1



Figure 2

Sitting position: Position the VideoPhone so that you have room to sit comfortably between one and five feet from the camera. The best picture is transmitted to the other VideoPhone when your face is about an arm's length from the screen (Figure 2).

(Continued)

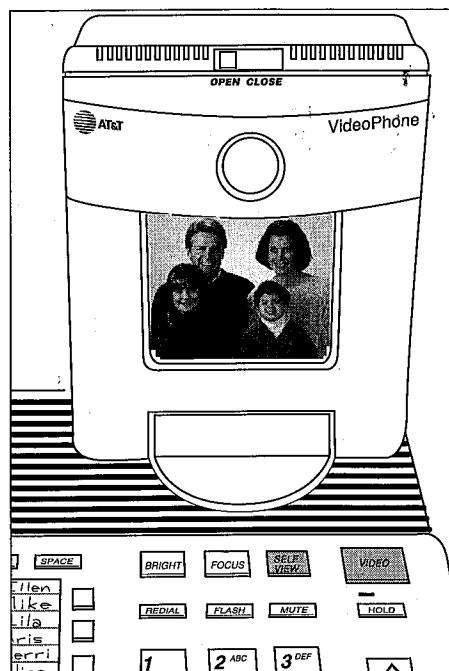
VideoPhone Operation (continued)

Camera range: People and objects from one to nine feet away from the camera should appear in acceptable focus. To include several people in the scene, move back five to seven feet from the telephone for a wider field of view.

Image motion: Avoid excessive motion during video calls. Because the video signal is transmitted as a series of images, you may notice a slight delay under certain circumstances, so that a person's lips are slightly out of synchronization with speech.

Movement appears most natural and smooth when a person is sitting still and talking normally. The transmission rate slows — and motion appears less smooth — when there is more action within the camera's field of view; for example, if a person waves or walks around. You can minimize this effect by adjusting the camera focus (see page 25).

Sound quality: Because sound is transmitted differently during video operation, you may notice a slight change in sound quality when you first press the VIDEO button to switch to a video call. During normal circumstances, this change should be barely noticeable.



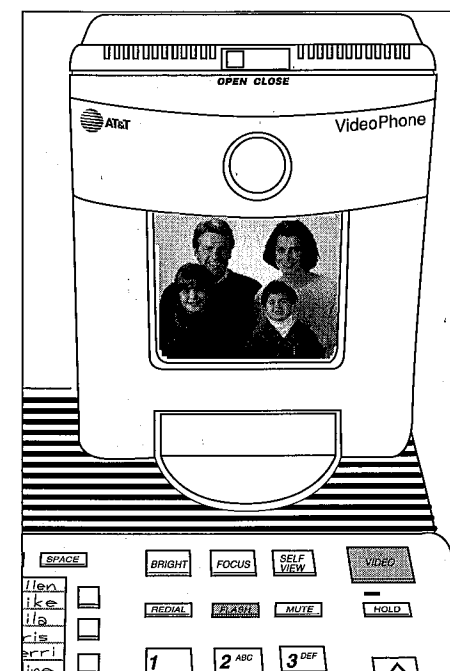
VideoPhone Operation (continued)

To Make a Video Call

After a call has been established with someone with another VideoPhone, you can press **VIDEO** at any time to begin transmitting your video image. (There will be a brief delay before your image appears on the other person's screen, and you may notice a slight change in sound.)

For a two-way video call, the VIDEO button on both VideoPhones must be pressed. Before you can see a picture, the other person must also press **VIDEO**.

To end a video call, hang up as you would to end a normal call. To stop sending video images and continue talking, press **FLASH** (see below).



To Cancel Video During a Call

During a video call, you can press **FLASH** at any time to stop sending and receiving video images.

When you press the FLASH button, the following message will appear on both screens to notify you that the picture has been lost: "Video has been canceled". After a slight delay, you can continue the conversation as a normal, non-video call.

If **either** person presses the FLASH button, the picture will be canceled on both screens. To resume sending and receiving images, both you and the other person must press **VIDEO**.

(Continued)

VideoPhone Operation (continued)

Extension Phones

You cannot use extension phones during a video call; the VideoPhone stops sending and receiving images. To restore the picture, both you and the other person must press **VIDEO** after the extension phone has been hung up.

One-Way Video Calls

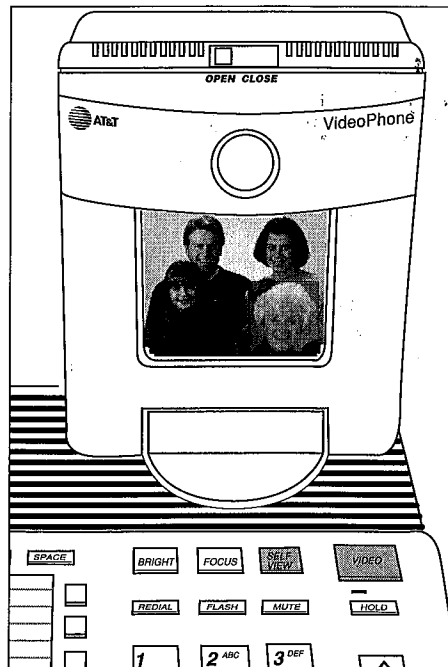
The one-way video feature allows you to receive images without being seen by the other person. When you receive a video call and do not wish to be seen, do not press **VIDEO**. After five seconds, the message "Press VIDEO to be seen" will disappear from the screen.

Self View

Press **SELF VIEW** at any time to display a mirror image of yourself. While your picture is displayed, you can check your position in the picture, adjust the camera angle, use the **BRIGHT** control, or change the lighting in the room to enhance your image.

If the videophone is not in use, press **SELF VIEW** again to turn off the camera. (If you leave it on, the camera will automatically switch off after two minutes.)

During a video call, pressing **SELF VIEW** will produce either Picture-In-Picture, or Full-Screen SELF VIEW.



Picture-In-Picture: Press **SELF VIEW** to display a mirror image of yourself in the lower right corner of the screen. Press **SELF VIEW** again to remove your picture.

Full-Screen: Press **SELF VIEW** immediately after removing your previous SELF VIEW image to display your image on the full screen. During Full-Screen SELF VIEW, the other person's image will disappear while yours is displayed. The other person will continue to see you. Press **SELF VIEW** again to remove your picture and restore the other person's image.

VideoPhone Operation (continued)

Screen Brightness

This control affects only **your** video screen. During a video conversation, it changes the appearance of the image you are viewing, but will not affect your appearance on the other screen.

To adjust screen brightness, press **BRIGHT**, then press the up or down arrows on the **VOLUME** control.

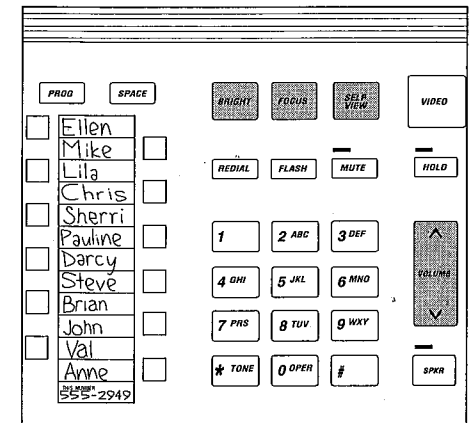
There are 16 brightness levels. Each time you press the **VOLUME** control, brightness is raised or lowered by one level. Current brightness level is displayed on the screen as you make adjustments. When you reach maximum or minimum brightness, you will hear five beeps.

Press **BRIGHT** when adjustment has been made.

Camera Focus

Camera **FOCUS** adjusts both the sharpness of video images and the smoothness of motion you see on your screen.

There are five focus levels. At the highest level, pictures are sharpest but motion may appear less smooth than normal. At the lowest level, pictures are softer but movements appear more fluid and natural.



To adjust image sharpness, press **FOCUS**, then press the up or down arrows on the **VOLUME** control.

Each time you press the **VOLUME** control, sharpness is raised or lowered by one level. The current level is displayed on the screen as you make adjustments. When you reach the maximum or minimum level, you will hear five beeps.

Press **FOCUS** when adjustment has been made.

During a video call, the **FOCUS** control affects only images received from the other VideoPhone. If you press **SELF VIEW** during a video call, the **FOCUS** control will not work and you will hear five beeps if you press **FOCUS**.

NOTE: The **FOCUS** control does not react instantly. Wait a few seconds before pressing **VOLUME** for further adjustment.

(Continued)

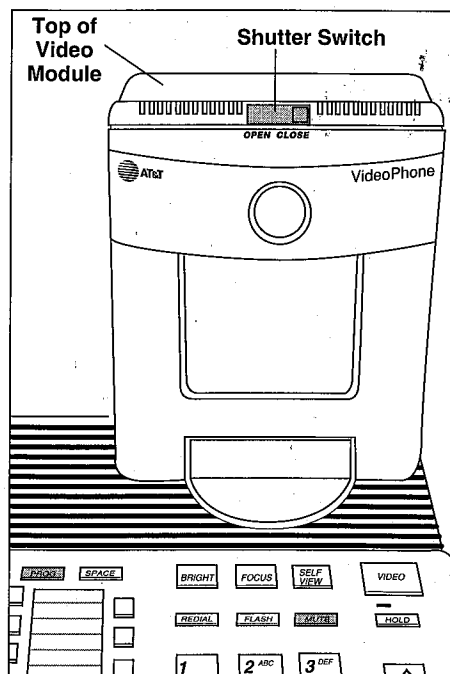
VideoPhone Operation (continued)

Camera Shutter

To assure privacy when you don't want to be seen by VideoPhone callers, move the shutter switch on top of the video module to the closed position.

When the shutter is closed, the camera lens is physically blocked. This prevents your video image from being transmitted, so you cannot be seen even if the VIDEO button is pressed accidentally (you will still be able to see the person you are talking to).

The shutter can be opened or closed at any time, either before or during a call. Be sure to open the shutter when privacy is no longer required, so the camera can operate normally.



Silent Video Mode

Silent video mode turns off the audio portion of your call for maximum smoothness of video motion. This mode is useful at times when picture quality is more important than sound.

To activate silent video mode, press **PROG**, then press **MUTE** at any time during a two-way video call. Once the other person also presses **PROG** then **MUTE**, the message "Silent video" will appear on your display screen, and on the other person's screen. After a brief delay, sound will be turned off and you should notice an improvement in the video image.

While silent video mode is active, the red MUTE light will remain on, both on your phone and the other person's phone, to indicate that sound is turned off.

To turn off the silent video mode, press **MUTE**. Once the other person also presses **MUTE**, you will both hear and see the other person.

VideoPhone Operation (continued)

Video Hold

During a VideoPhone call, you can press **HOLD** to stop sending both sound and pictures to the other VideoPhone. To ensure complete privacy, no further video images are sent to the other VideoPhone while the red HOLD light remains on. During this time, the other person will not be able to hear or see you.

Press **HOLD** to place a call on hold; both video images remain frozen. The words "Line on Hold" will appear on your screen and the words "Call on Hold at Other Set" will appear on the other VideoPhone.

To resume the conversation (both sound and video), either lift the handset, press **SPKR** or press **HOLD** again.

Remember that only the calling party can disable Call Waiting. The video signal could still be disrupted if the person you call receives a Call Waiting signal.

Even if Call Waiting is active, you may not hear Call Waiting signals during video calls. You will hear Call Waiting signals during normal telephone calls.

NOTE: This command does not disable call waiting in all areas. Check with your local telephone company to determine whether this command will work in your area.

Disable Call Waiting

If you subscribe to Call Waiting service, you may want to disable it before making video calls. Call Waiting signals can cause disruption or loss of picture during video calls.

In many areas, you can dial a special command (such as *70) to temporarily disable call waiting before placing a call. You may want to insert this command into the VideoPhone numbers you store in memory, so that Call Waiting is turned off each time you make a video call (see page 19).

In Case Of Difficulty

If your VideoPhone does not work properly, try the following suggestions before seeking repair assistance.

No Dial Tone

- ☛ Make sure the red HOLD light is not on.
- ☛ Make sure all plugs are connected properly.

Inspect the line cord connections at the modular jack and at the telephone. Also inspect the coiled handset cord connections at both ends.

- ☛ Unplug the telephone and connect it to another modular jack. If it still does not work, and other telephones in your home are working, the VideoPhone may need repair. Call the AT&T National Service Center at 1 800 437-9504.

Call Cannot Be Dialed, Or Is Dialed Slowly

See page 10 to reset the DIAL MODE switch. If you have pulse dialing service, you cannot dial numbers with the switch set to TONE (touch tone). Set the switch to PULSE (dial pulse), then hang up and dial again.

If you have tone dialing service, you can use either tone or pulse dialing mode. If you set the switch to TONE, numbers are dialed much more quickly.

Difficulty Entering Numbers Into Memory

- ☛ Review page 18 to make sure you are following the correct procedure.
- ☛ If you receive a message because the number is too long, try the suggestions on page 20 for entering long numbers into memory.

- ☛ Programming is not possible during a power failure.
- ☛ Check the AC adapter and power cord to the phone to make sure both are securely connected (see page 11).
- ☛ Safety circuits inhibit certain functions when the phone becomes too warm (see "Overheating" on page 30). Wait 30 minutes for the phone to cool, then try again.

Low Battery Warning

When the phone beeps and the "LOW BATTERY" message appears, the battery should be replaced within two weeks to protect memory in case of power loss (see page 10).

Telephone Does Not Ring

- ☛ Lift the handset; if the message "RINGER OFF" appears, reset the ringer switch at the back of the phone to LOW or HI.
- ☛ If there are several other telephones on the same line, try disconnecting some of the other telephones. Having too many telephones connected can also cause problems such as low ringer volume or impaired sound quality during calls.

Speakerphone Does Not Work

- ☛ Make sure the red MUTE light is not on.
- ☛ The speakerphone may be turned off if someone picks up the handset of an extension telephone on the same line. Speakerphone operation will resume if the handset of the other telephone is replaced.

In Case Of Difficulty (continued)

- ☛ Speakerphones will not work properly in a very noisy room.
- ☛ If electrical power is lost, you will have to lift the handset first, then switch to the speakerphone.

Brief Silence During a Regular Call

- ☛ If your videophone is used near a FAX machine, at times you may not be able to hear or be heard on a regular call. The modem tones from a FAX machine may falsely trigger the VideoPhone modem, creating a brief period of silence (see "VideoPhone Location" on page 9).

Blank Video Screen

Press **SELF VIEW** to make sure your video module is working. If the screen remains blank after a minute, check the following:

- ☛ Make sure the camera shutter on top of the video module is in the OPEN position (see page 26).
- ☛ Check the AC adapter and its cords to make sure all are securely connected. Make sure the electrical outlet is working properly.

Video Call Was Not Completed

If the video screen displays your image when you press **SELF VIEW** but you cannot receive video images from your caller:

- ☛ Make sure the other person is using a VideoPhone compatible with the Global VideoPhone Standard **GVS**.
- ☛ Make sure that your caller has pressed the **VIDEO** button.

- ☛ If you still cannot establish a video call, the problem may be in the other person's phone. Ask your caller to try the suggestions in the above section ("Blank Video Screen").

- ☛ Try taking turns pressing **VIDEO** first.

- ☛ Line noise can disrupt or prevent video transmission. Hang up and try your call again.

Poor Video Image Quality

- ☛ If the display is too dark and the VideoPhone has been in a cold area, it may require approximately 30 minutes to become warm enough to work well.
- ☛ Adjust brightness as required to improve picture quality (see page 25).
- ☛ If there are blocks of solid color on the display, pressing **VIDEO** may improve the image.
- ☛ Adjust focus as required to improve picture sharpness and smoothness of motion (see page 25).
- ☛ For maximum smoothness of motion without sound, use Silent Video Mode (see page 26).
- ☛ If screen motion still appears unnaturally abrupt, the problem could be caused by excessive motion within the camera's field of view; this slows the rate of images transmitted. If the same problem occurs when the person displayed on screen is sitting still, there may be a low level of noise on the line. If the problem persists, hang up and call again to get a better connection.

(Continued)

In Case Of Difficulty (continued)

Loss of Video Image

Video signals are transferred using a high-speed modem that is sensitive to interruptions such as tones and power fluctuations on the line. If the image is lost during a video call, both you and the other person must press **VIDEO** to restore the picture on both screens. Loss of the video image is most often caused by the following:

- ☛ The **FLASH** button has been pressed by either person. The flash button generates a signal that terminates video transmission.
- ☛ An **extension telephone** handset has been lifted by someone at either location. You cannot use an extension telephone during a video call. When the handset is lifted, it causes a slight line disruption that can terminate video transmission.
- ☛ A **Call Waiting** signal has been received by either person. Call waiting signals can disrupt or terminate a video transmission. If you subscribe to call waiting service, you may want to disable it before establishing a video call (see page 27).
- ☛ Video transmission may be interrupted if the phone becomes too warm (see "**Overheating**" below). Video transmission will resume when the phone cools, usually within 30 minutes.
- ☛ Excessive telephone **line noise** may cause loss of the video image. If the problem occurs repeatedly, hang up and call again to get a better connection.

- ☛ Momentary loss or fluctuation of **electrical power** may also terminate the video transmission. Power often fluctuates during thunderstorms, or during periods of high power demand at peak usage times. (These occur most often in the early evening hours, and during very hot summer days.) Try your call again later at a time when electrical power may be more stable.

Overheating

A safety circuit prevents overheating by switching off certain functions (memory programming and video transmission) if the phone becomes too warm.

All functions will be restored to normal when the phone cools, usually within 30 minutes. It is not necessary to unplug the phone during this time.

Overheating can be prevented by:

- ☛ Making sure vents on the top and sides of the phone are not covered and that there is adequate airflow around the phone.
- ☛ Making sure the phone is placed on a hard surface.
Overheating may result if the VideoPhone is left for a period of time on a soft surface, such as carpeting or a bed.
- ☛ Moving the phone if it is exposed to direct sunlight or installed in a room where the temperature could exceed 100° F.

System Failure

If the message "System Failure" ever appears on the display screen, one of the following procedures should correct the problem:

In Case Of Difficulty (continued)

- ☛ Unplug the AC adapter from the wall outlet, wait at least five seconds, then plug it back in.
- ☛ If the VideoPhone still does not function properly, perform the System Reset procedure (see below).
- ☛ If the problem cannot be corrected by either of the two above procedures, call the AT&T National Service Center at 1 800 437-9504.

System Reset

If the telephone will not work at all after an electrical power loss, voltage surge or other problem, there may have been a software malfunction that can be corrected by resetting the system.

CAUTION: The system RESET procedure erases all numbers stored in memory and returns all video adjustments you have made to the original factory settings. Use this procedure only as a last resort, if you have tried all other suggestions in this section and the telephone still does not function properly.

If you have tried all other suggestions in this section and the telephone still does not function properly:

1. Unplug the AC adapter from the wall outlet.
2. Fold the video module down.
3. Turn telephone upside down.
4. Insert a thin object (such as the tip of a pen) into the hole on the underside of the phone. Press for 10 seconds to reset the system.

5. Plug AC adapter back into wall outlet.
6. Restore phone to original position and check for proper operation.

Color Balance Adjustment

In most situations, you can adjust the screen images by using the BRIGHT and FOCUS controls as described on page 25. If the screen colors become significantly unbalanced, making it impossible to achieve normal screen images, the following procedure can be used **with caution**.

Before you begin, sit facing the phone, about an arm's length from the video screen. Make sure the room is brightly lighted and your face is well illuminated.

1. Press **PROG**.
2. Press **VIDEO**. An image of yourself will appear on the screen with directions for adjusting the color balance.
3. Check the skin tones displayed on the screen to determine which color should be corrected:
 - Press **2** to adjust blue level
 - Press **7** to adjust red level
4. Use the VOLUME control to increase or decrease the level of the color you chose in step 3.
5. Choose one of the following options:
 - Repeat steps 3 and 4 to make further adjustments to the red or blue colors;

OR:

- Press ***** to save your changes and exit the color balance adjustment mode;

OR:

(Continued)

In Case Of Difficulty (continued)

- Press **#** to ignore changes you made and exit the color balance adjustment mode;

OR:

- Press **0** (zero) to reset color to the original factory settings and exit the color balance adjustment mode.

Other Problems

Make sure you have followed all the instructions in this manual. If you continue to have problems, call the AT&T National Service Center at 1 800 437-9504. If you cannot correct the problem, disconnect the telephone and refer to the AT&T Limited Warranty Information on page 33.

Maintenance Information

The VideoPhone 2500 is designed to be maintenance free. However, it should be cleaned periodically and treated with care to assure best performance.

Avoid rough treatment: Position the telephone so that the video module is well protected. Avoid dropping the handset, and replace it gently on the base after use. The original packaging should be used for protection if you must ship the telephone.

VideoPhone Cleaning: Clean exposed parts with a soft, slightly damp cloth. To remove stains such as fingerprints, use a mild soap. Never use detergents, excess water, treated cloths, window and glass cleaners, or an abrasive cleaner that may damage the finish. Use extra care when cleaning the camera and screen.

AT&T Limited Warranty

This warranty applies only to AT&T products purchased and used in the United States.

What is covered:

Any defect in materials or workmanship.

For how long:

One year for parts; 90 days for labor.

What we will do:

If your AT&T product is defective and returned within 30 days of the date it was purchased, we will replace it at no charge to you. If returned after 30 days, but within 90 days of the date of purchase, we will repair it or, at our option, replace it at no charge to you. If returned after 90 days, but within one year of the date of purchase, we will repair it or, at our option, replace it. A labor charge will apply, but there will be no charge for parts.

If we repair your AT&T product, we may use new or reconditioned replacement parts. If we choose to replace your AT&T product, we may replace it with a new or reconditioned one of the same or similar design. The repair or replacement will be warranted for either (a) 90 days or (b) the remainder of the original one year warranty period, whichever is longer.

Limitations:

Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use), are limited to one year from date of purchase. We will not pay for loss of time, inconvenience, loss of use of your AT&T product, or property damage

caused by your AT&T product or its failure to work, or any other incidental or consequential damages.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above exclusions or limitations may not apply to you.

What we ask you to do:

To get warranty service for your AT&T product, you must provide proof of the date of purchase. Within 30 days of the date it was purchased, return your AT&T product to your place of purchase for immediate replacement. After 30 days, call us toll free at 1 800 437-9504 for the address of an authorized service location. If you ship your AT&T product to the authorized service location, you must prepay all shipping costs. **We suggest you retain your original packing material in the event you need to ship your AT&T product.** When sending your AT&T product to a service location, include your name, address, phone number, proof of date of purchase, and a description of the operating problem. After repairing or replacing your AT&T product, we will return it to your home or place of business in the United States at no additional cost to you.

Repair or replacement of your AT&T product at an authorized service location is your exclusive remedy.

(Continued)

AT&T Limited Warranty (continued)

What this warranty does not cover:

This warranty does not cover defects resulting from accidents, damage while in transit to our service location, alterations, unauthorized repair, failure to follow instructions, misuse, use outside the United States, fire, flood, and acts of God. Nor do we warrant your AT&T product to be compatible with any particular telephone equipment or party line, key telephone systems or more sophisticated customer premises switching systems. If your AT&T product is not covered by our warranty, call us toll free on 1 800 437-9504 for advice as to whether we will repair your AT&T product and other repair information, including charges. We, at our option, may replace rather than repair your AT&T product with a new or reconditioned one of the same or similar design. The repair or replacement will be warranted for 90 days.

This warranty is the only one we give on your AT&T product, and it sets forth all our responsibilities regarding your AT&T product. There are no other express warranties.

State Law Rights:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

FCC Registration and Repair Information

Your new AT&T product has been registered with the Federal Communications Commission (FCC). This product complies with standards in Part 68 of the FCC Rules. The FCC requires us to provide you with the following information:

1. Connection and use with the nationwide telephone network

The FCC requires that you connect your product to the nationwide telephone network through a modular telephone outlet or jack. The modular telephone outlet or jack to which the telephone must be connected is a USOC RJ-11C or RJ-11W.

This equipment may not be used with Party Line Service or with Coin Telephone Lines.

2. Notification of the telephone company

The FCC requires that upon request of your local telephone company you provide the following information:

- A. The "line" to which you will connect the telephone equipment (that is, your phone number), and
- B. The telephone equipment's FCC registration number and ringer equivalence number (REN). These numbers are on the back or bottom of your telephone equipment.

The REN is useful to determine how many devices you may connect to your telephone line and still have them ring when your telephone line is called. In most, but not all areas, the sum of all REN's should be 5 or less. You may want to contact your local telephone company.

3. Repair instructions

If it is determined that your telephone equipment is malfunctioning, the FCC requires that it not be used and that it be unplugged from the modular outlet until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents or by others who may be authorized by the FCC. For repair procedures, follow the instructions outlined under the AT&T Limited Warranty.

4. Rights of the telephone company

If your product is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. If possible, they'll notify you before they interrupt your service. If advance notice isn't practical, you'll be notified as soon as possible. You'll be given the opportunity to correct the problem, and you'll be informed of your right to file a complaint with the FCC.

(Continued)

FCC Registration and Repair Information (continued)

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your AT&T product. If such changes are planned, you'll be notified.

5. This telephone is compatible with inductively coupled hearing aids.

6. Programming/Testing Emergency Numbers

Although testing the programming of emergency numbers is not a recommended procedure, if you do make a call to an emergency number:

- A. You must remain on the line and briefly explain the reason for the call before hanging up.
- B. Programming/testing of emergency numbers should be performed in the early morning or late evening (off-peak hours).

Interference Information: Part 15 of FCC Rules

Some telephone equipment generates and uses radio-frequency energy and, if not installed and used properly, may cause interference to radio and television reception.

Your AT&T product has been tested and found to meet the standards for a Class B digital device, as specified in Part 15 of the FCC Rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

If your AT&T product causes interference to radio or television reception when it is in use, you might correct

the interference with any one or all of these measures:

- ☞ Where it can be done safely, re-orient the receiving television or radio antenna.
- ☞ To the extent possible, relocate the television, radio or other receiver with respect to the telephone equipment.
- ☞ If your telephone product runs on AC power, plug your product into an AC outlet that is not on the same circuit as one used by your radio or television.

If you need assistance, you can call our National Service Center at 1 800 437-9504.

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**Other Fine AT&T Products
for Your Home or Small
Business**

AT&T now offers a wider range of products than ever before, to make your life at home and at the office even more convenient:

- *Corded and Cordless Telephones*
- *Answering Systems*
- *Cellular Telephones*
- *Intercom/Speakerphone Systems*
- *Accessories and Home Wiring Products*
- *Special Needs Products*

Many products are also available for lease, offering you the comprehensive protection that only AT&T Lease Service Guarantees can provide.

For more information on leasing and purchasing AT&T products and for information about the AT&T Phone Center Store nearest you, call toll free 1 800 555-8111.

If your AT&T product ever needs repair, return it to an authorized service center along with a completed copy of this form. If you have any questions about service, call the AT&T National Service Center at 1 800 437-9504.



Proof of Purchase

VideoPhone 2500

Service Return Form

Date of Return _____

Your Name _____

Your Address _____

(Zip)

Date of Purchase _____

Place of Purchase _____

(Attach Sales Receipt and Proof of Purchase)

Daytime Phone Number () _____

Description of Problem: _____

For information
call toll free: 1 800 437-9504.

